

Guiding Principles

Health and Care (Staffing) (Scotland) Act 2019



Main Purposes

1, 1(a) that the main purposes of staffing for health and care services are:

To provide safe and high-quality services

To ensure the best care outcomes for people who use services



Section 1, 1 (b) Guiding principles: staffing is to be arranged while:

1

Improving
standards and
outcomes

2

Taking account of
particular needs,
abilities,
characteristics and
circumstances

3

Respecting dignity
and rights

4

Taking account of
the views of staff
and people
experiencing care

5

Ensuring the
wellbeing of staff

6

Being open with
staff and people
experiencing care
about decision
making

7

Allocating staff
efficiently and
effectively

8

Promoting multi-
disciplinary services
as appropriate



Three Key Points

1

Improving
standards and
outcomes

- Consider outcome measures of the quality of services being provided
- Explore if staffing has had an impact on identified trends
- The right people with the right skills in the right place at the right time



1

Improving standards and outcomes

su link workers
knowing the person
su meetings
reflective practice
mdt training
peer support
face to face
volunteer newsletter
document needs and views
supervision
performance observation
enable risk
staffing levels
staff shadowing
staff support individuals
evidence decisions
build experience
training days
staff induction
share knowledge
robust procedures
team meetings
mdt input
training relates to need
daily assessed need
newsletters
ensure service delivery
involve staff
morning briefing
relevant staffing levels
feedback to snr managers
deliver service safely
quality assurance
bank staff shadowing
ensure staffing
bank staff induction
included
share experience
share confidence
staff appraisals
mdt approach
emails
work with staff
communication book
training
processes in place
user on interview panel
realistic time allocation



Three Key Points

2

Taking account of particular needs, abilities, characteristics and circumstances

- Holistic, person-centred approach
- Staffing decisions reflect the ability of people using services
- Information is given in a format/language that is right for the person (HSCS: 2.9)



2

Taking account of particular needs, abilities, characteristics and circumstances

review care needs
care reviews
involve all
dependency analysis
staff continuity
risk assessment
assessment period
involve the person
link staff to needs
staff skills
pet therapy
staff consistency
staff deployment
intergenerational
bring person to community
individual care hours
link staff to need
guardianship
bring community in



Three Key Points

3

Respecting dignity
and rights

- Human rights-based approach
- If people feel their rights are being ignored the service makes quick amends
- Staff enable people to express themselves about their requirements



Respecting dignity and rights



Three Key Points

4

Taking account of
the views of staff
and people
experiencing care

- People's views are essential to ensure dignity and rights are respected and standards & outcomes are improved
- Processes are available to staff to report inadequate resources or make suggestions for improvement
- Views inform the decision-making process



Taking account of the views of staff and people experiencing care



Three Key Points

5

Ensuring the wellbeing of staff

- Focus on staff wellbeing improves outcomes for people using services
- Appropriate measures and checks are in place to achieve the wellbeing of those working in the service, e.g. lone/night work
- Culture of continuous improvement



Ensuring the wellbeing of staff



Three Key Points

6

Being open with staff and people experiencing care about decision making

- Decisions on staffing are openly communicated
- A transparent culture opens the service to new ways to overcome risks as people feel comfortable approaching the service
- People using services are involved in the recruitment process



6

Being open with
staff and people
experiencing care
about decision
making



Three Key Points

7

Allocating staff
efficiently and
effectively

- Staff deployment has the greatest impact on providing high quality standards that bring about the best outcomes for people
- Staff skills are matched to the needs and choices of people using the service
- Staffing is flexible to suit the needs of, e.g. hospital appointments



Allocating staff efficiently and effectively



Three Key Points

8

Promoting multi-disciplinary services as appropriate

- Each unique role is recognised and promoted to bring about high-quality services and the best outcomes
- People using services are assessed by an appropriate, qualified person
- Feedback from other professionals inform the decision-making process



Promoting multi-disciplinary services as appropriate

dental visits
 all are important
 cpa meetings
 mdt meetings
 cpn reviews
 care reviews
 pbs plans
 weekly cpn visits
 regular ahp visits
 close connection with mdt
 ne advocacy pilot scheme
 supportive relationships
 easy access
 virtual community wards
 referral system
 email or phone
 questionnaires
 no contact issues
 regular reviews
 weekly gp round
 regular visits
 medication reviews
 partnership working
 gp reviews



Health and Care (Staffing) (Scotland) Act 2019 statutory guidance

The Hub – Safe Staffing Programme page for adult services

<https://hub.careinspectorate.com/how-we-support-improvement/quality-improvement-programmes-and-topics/safe-staffing-programme-information-for-adult-services/>



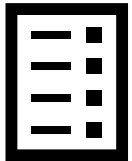
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